



Smart Permitting Update

City Council Presentation
May 24, 2016

Smart Processing

- Introduced in 2013 to promote exceptional customer service by ensuring businesses and homeowners have a seamless experience while going through the city's development process

Customer
Focused

Business
Friendly

Enhanced
Access

Increased
Accuracy &
Efficiency

Smart Processing- Success

The City has continually made strides in making Smart Processing a success

- ✓ Installation of Point of Sale system, September 2013
- ✓ Permit information included on NorfolkAIR, February 2013
- ✓ Opening of Development Services Center, March 2014
- ✓ Electronic submittal and review of site and building plans, May 2014
- ✓ Purchase of BasicGov software, February 2016
- ✓ Tablets used in the field by Building Safety and Code Inspectors, May 2016



Smart Permitting—Continuous Improvement

- Smart Permitting Go Live Date - July 5, 2016
 - ✓ Automate building permit, inspection, and code enforcement
 - ✓ Online applications and payment
 - ✓ 24/7 access - View inspection status and track permits
 - ✓ Save time and resources
- Full utilization of Smart Permitting requires a restructuring of the permit fee structure

Limitations of Current Fee Structure

Residents &
Builders Unable
to Calculate Fees

Requires
Applicants to
Come to City Hall

Cannot Support
Online Payments

11 Pages Long

Remodeled Building Permit Fee Structure: Increasing User Access and Customer Friendliness

Straightforward and clear for
residents and builders to understand

Modern, &
process driven

Shortened,
better organized

More Efficient

User Friendly

Limitations of Current Fee Structure

Current Calculation: Gross Area (sq. ft.) x 74 x Type of Construction x .002043

Use Group	1999 BOCA Nat'l Building Code	Fire Hazard Classification									
		1A	1B	2A	2B	2C	3A	3B	4	5A	5B
A-1	Assembly, theaters, with stage	1.78	1.75	1.7	1.66	1.57	1.48	1.47	1.53	1.37	1.33
	Assembly, theaters, without stage	1.61	1.58	1.53	1.49	1.4	1.31	1.3	1.36	1.2	1.16
A-2	Assembly, nightclubs	1.28	1.26	1.22	1.19	1.12	1.04	1.04	1.08	0.95	0.95
A-3	Assembly, restaurants, bars, banquet halls	1.27	1.24	1.21	1.16	1.1	1.02	1.03	1.07	0.92	0.91
	Assembly, general, community halls, libraries, museums	1.28	1.25	1.2	1.15	1.07	0.97	0.97	1.03	0.86	0.83
A-4	Assembly, churches	1.63	1.6	1.54	1.5	1.42	1.33	1.32	1.37	1.22	1.18
B	Business	1.26	1.23	1.18	1.14	1.07	0.96	0.95	1.03	0.84	0.82
E	Educational	1.35	1.33	1.28	1.24	1.17	1.08	1.05	1.13	0.96	0.92
F-1	Factory and industrial, moderate hazard	0.78	0.76	0.72	0.67	0.64	0.55	0.56	0.61	0.46	0.44
F-2	Factory and industrial, low hazard	0.77	0.74	0.71	0.67	0.62	0.55	0.55	0.6	0.46	0.43
H	High hazard	0.75	0.73	0.69	0.65	0.6	0.53	0.53	0.58	0.45	0.41
I-1	Institutional, supervised environment	1.23	1.21	1.16	1.13	1.07	0.98	0.98	1.06	0.89	0.86
I-2	Institutional, incapacitated	2.1	2.07	2.03	1.98	1.91	1.8	N.P.	1.87	1.68	N.P.
I-3	Institutional, restrained	1.44	1.41	1.36	1.32	1.25	1.15	1.14	1.21	1.04	N.P.
M	Mercantile	0.98	0.96	0.92	0.88	0.82	0.74	0.75	0.78	0.65	0.63
R-1	Residential, hotels	1.34	1.31	1.27	1.24	1.17	1.09	1.09	1.16	1	0.97
R-2	Residential, multiple family	1.13	1.1	1.06	1.02	0.96	0.88	0.88	0.95	0.79	0.76
*R-3	Residential, one- and two-family	0.94	0.91	0.88	0.86	0.82	0.78	0.77	0.8	0.72	0.67
S-1	Storage, moderate hazard	0.74	0.71	0.68	0.63	0.59	0.5	0.52	0.57	0.42	0.4
S-2	Storage, low hazard	0.73	0.7	0.66	0.63	0.58	0.5	0.5	0.56	0.42	0.39
U	Utility, miscellaneous	0.58	0.55	0.52	0.49	0.45	0.39	0.39	0.43	0.32	0.3

Increasing User Access and Customer Friendliness

Residential

Proposed Residential Fee Structure

\$0.15 per Sq. Ft.

Increasing User Access and Customer Friendliness


Commercial

Current Commercial Fee Structure	Proposed Commercial Fee Structure
\$3 per hundred or fraction thereof, up to \$5,000	\$0.16 per Sq. Ft.
\$150 for first \$5,000 valuation plus \$6 for each additional \$1,000 or fraction thereof, up to & including \$20,000 valuation	
\$240 for first \$20,000 valuation plus \$4 for each additional \$1,000 or fraction thereof, up to and including \$100,000 valuation	
\$560 for first \$100,000 valuation plus \$2 for each additional \$1,000 or fraction thereof, without limit	

What Does This Mean for the Cost of Permits?

Type of Structure	Actual Fees Charged for Permit Bundle in 2015	Proposed Fees Charge for Permit Bundle in 2016	Increase/ (Decrease)
1,630 Square Foot Single Family Residence	\$683.79	\$683.83	\$0.04
2,571 Square Foot Single Family Residence	\$959.19	\$969.30	\$10.11
295 Square Foot Residential Detached Garage	\$187.80	\$141.14	(\$46.66)
572 Square Foot New Residential Accessory Dwelling	\$370.00	\$361.52	(\$8.48)
3,638 Square Foot Commercial Office	\$1,575.31	\$1,575.12	(\$0.19)
5,418 Commercial Addition Office	\$1,430.62	\$1,472.42	\$41.80

Norfolk Smart Permitting—Next Steps

- City Council will have Building Permit Fee Changes on the June, 14 2016 Agenda
 - In early May, Building Safety and Code Inspectors began using tablets in the field
 - During May & June, more permit and inspection data will become available to field inspectors via the tablet
 - Go live on initial Norfolk Smart Permitting scheduled for July 5, 2016
 - Refinements and enhancements through balance of 2016
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Planning Process Improvements

- Recent changes to the special exception process to increase efficiency and become more business-friendly:
 - Eating and Drinking Establishments – no longer require special exception renewals if adding/changing managers
 - New Eating and Drinking Establishments – no longer require a floor plan; capacity based on building code
 - New Entertainment Establishments – no longer need multiple floor plans showing every possible table arrangement; instead areas that must be kept clear for ingress/egress are designated

Planning Process Improvements

- Items from the City Planning Commission now move automatically onto City Council agendas:
 - Special exceptions move to next Council meeting
 - Zoning text and map amendments move to second Council meeting
- Development Certificates – no longer required for change of use
- Downtown Development Certificates – now required only if waivers are requested